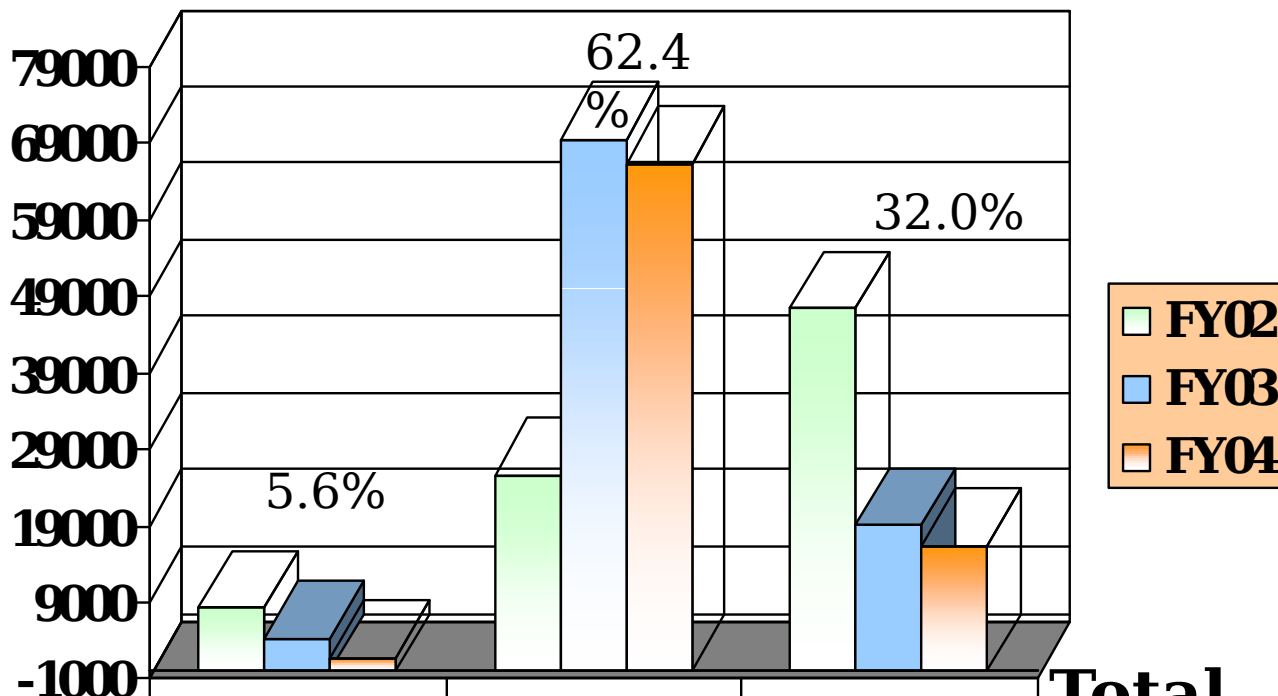




Utilization of Electronic Benefit Systems

(FY02, FY03, April 2004 Comparison)



	IVRS	EBIS	CSR	<u>Total</u>
FY02	8,327	25,696	47,348	81,371
FY03	4,379	69,510	19,109	93,098
FY04	1,765	66,400	16,400	84,565
Total	14,471	161,606	82,857	258,934

NAVY
GOAL:
85% of the
transactions
made are
self-service

FY-02
(41.8%)
FY-03
(79.4%)
APRIL 2004
(80.5%)